








Lesson Plan

Lesson 2 – Screening and Interviewing

Time Required: 30-45 minutes

Introduction	Objectives	Topics
This lesson provides screening and interviewing techniques to provide volunteers the skills required to gather necessary information during the tax preparation process to prepare a complete and accurate tax return.	<p>Understand how Form 13614-C should be completed.</p> <p>Conduct an effective interview with the taxpayer to confirm and correct information on Form 13614-C.</p> <p>Locate tools that will assist you in Pub 4012.</p> <p>Use various communication techniques to probe and secure information you need to prepare a complete and accurate return.</p>	<p>    </p> <p>Intake and Interview Process</p> <p>Interview Techniques</p>

Teacher Tips

Guidelines for Lesson

Guideline	Instructor Notes	Presentation Aids
Lesson background info	Review the online demo of TaxWise on Interview and Starting a Return.	TaxWise® Demo: From the Practice Lab, select: <ul style="list-style-type: none">• 2011 TaxWise IRS training• TaxWise Desktop Preparer with VITA/TCE Training menu or the TaxWise Online Preparer with VITA/TCE Training menu• Click the Interview button.
Provide details and engage the students	<p>Discuss all tips and cautions in detail.</p> <p>Ask students to read and/or role-play sample interviews.</p> <p>Review answers to each exercise; ask students how they arrived at their answers.</p>	<p>Internet:</p> <p>Link & Learn Taxes (L&LT) Screening and Interviewing</p>

Topic-specific Tips

Topic Name	Instructor Notes	Presentation Aids
Introduction	<p>Review lesson objectives.</p> <p>Review list of references.</p> <p>State the presentation time.</p>	<p>Visual:</p> <p>Form 13614-C, Section A</p> <p>Pub 17</p> <p>Pub 4012, The Five-Step Process</p> <p>Pub 4012, You – The Taxpayer & The IRS</p> <p>Pub 4012, Quality Site Requirements</p> <p>TaxWise Demo:</p> <p>Context Sensitive Help or F1</p>
Intake and Interview Process	<p>Explain that for 2011, Form 13614-C is mandatory for all VITA/TCE sites.</p> <p>Review the 10 Quality Site Requirements from Pub 4012.</p> <p>Go over Form 13614-C Job Aid.</p> <p>Remind students to:</p> <ul style="list-style-type: none"> • Screen for eligibility • Check identity • Go over completed intake sheet and check for errors • Review supporting documents • Use probing questions • Check for missing information and correct or add notes – “Unsure” responses must be changed to “Yes” or “No” • Ensure that the return falls within the scope of the program and your training • Once the return is prepared, conduct a quality review 	<p>Visuals:</p> <p>Form 13614-C Job Aid</p> <p>Pub 4012, Quality Site Requirements</p> <p>TaxWise Demo:</p> <p>TaxWise Desktop Preparer with VITA/TCE Training menu or the TaxWise Online Preparer with VITA/TCE Training menu; click the Interview button</p>

Interview Techniques	<p>Instruct students:</p> <ul style="list-style-type: none"> • For 2011, Form 13614-C was added to TaxWise • Electronic Form 13614-C in TaxWise may be use in lieu of the paper form • Select Interview mode in TaxWise online or desktop <p>Advise that if the interview mode is used in TaxWise and a question is not answered, the question will remain in red.</p> <p>Ask students how to build rapport. Answer: Reassure, i.e., “I understand.”</p> <p>Ask students how to ask effective questions. Answer: Use Form 13614-C, probe, ask open-ended questions.</p> <p>Remind students of important questions:</p> <ul style="list-style-type: none"> • Who lives in house/apartment • Months/years in each home • Dependent relationship(s) • Marital status as of December 31 <p>Ask students, What are active listening skills? Allow time to respond.</p> <p>Ask students how to overcome communication barriers. Answer: Involve taxpayers in the process; explain.</p> <p>Advise students this lesson will be applied throughout the course.</p>	<p>Visuals:</p> <p>L&LT Screening and Interviewing</p> <p>TaxWise Demo:</p> <p>Link to Interview screens</p>
Practice	Select the sample interviews in L< for this topic.	Ask students to go to L&LT Screening and Interviewing .
Vanessa Scenario	Direct students to Appendix A, Vanessa practice for Screening and Interviewing. After they complete the exercise, ask students if they have any questions.	<p>Visuals:</p> <p>Appendix A Practice for Screening and Interviewing</p>

Summary

Review the lesson summary with the class.

Visuals:

[L< Screening and Interviewing, Summary](#)

L< Screening and Interviewing:
Click Assessments icon to review
Summary and Exercises

References

L<

[Screening and Interviewing](#)

Form 13614-C

[Form 13614-C](#), Intake/Interview & Quality Review Sheet

Form 13614-C Job Aid

[Form 13614-C Job Aid](#)

Pub 4012

Pub 4012, Volunteer Resource Guide, Introduction

[The Five-Step Process](#)

[You – The Taxpayer & The IRS](#)

[Quality Site Requirements](#)

Pub 17

[Publication 17](#), Your Federal Income Tax for Individuals

Appendix A

[Appendix A](#)

Recommended Classroom Activities



Tax Facts



Assessments



Media: Videos
& Audio



TaxWise
Tutorial



Job Aids



Practice
Lab



Tax Facts: Link & Learn Taxes Screening and Interviewing

Click on Tax Facts as a new way to access Link & Learn Taxes Screening and Interviewing.



Assessments – Summary and Exercises

Click on Assessments as a new way to access the Summary and Exercises in Link & Learn Taxes Screening and Interviewing.



Media: Video & Audio for Lesson

There is no media associated with this lesson.



TaxWise Tips and Resources for Lesson

TaxWise screens	Context Sensitive Help or F1 TaxWise online Interview screens
Practice Lab Tutorial	From the Practice Lab, select : <ol style="list-style-type: none">1. 2011 TaxWise IRS training2. TaxWise Desktop Preparer with VITA/TCE Training menu or the TaxWise Online Preparer with VITA/TCE Training menu3. Click the Interview button
TaxWise TV	http://www.taxwisetv.com/presentation.asp



Job Aids

ITA and FAQs for Lesson

Form 13614-C Job Aid	Form 13614-C Job Aid in Pub 4012
References	References for L< Screening and Interviewing http://apps.irs.gov/app/vita/content/02/references.jsp



Practice Lab

Practice Lab	http://www.voltaxprep.com/
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